

Amendments to the Claims

The following listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

- C1
1. (currently amended) A method of maintaining a website, the method comprising:
providing receiving a request for electronic help from a user of on a website,
wherein the website has a plurality of discrete contexts;
collecting usage data from the electronic help, wherein the usage data
comprises an identifier that identifies the point in a determining the context of the
website where at the time electronic help was requested; and
incrementing a count of electronic help requests, wherein the electronic help
request is associated with the discrete context; and
providing at least one compiling a report, wherein the said report being
indicative of the usage data identifies an aggregate number of help requests for at
least two discrete contexts of the website.
 2. (currently amended) The method of ~~maintaining a website~~ of Claim 1, further comprising
modifying the discrete context of the website with the highest number of help requests to reduce the
number of help requests received during the discrete context based on said report.
 3. (currently amended) The method of ~~maintaining a website~~ of Claim 1, ~~wherein said report is~~
~~generated automatically upon receipt of~~ further comprising collecting usage data from the electronic
help.
 4. (currently amended) The method of ~~maintaining a website~~ of Claim 1 3, wherein said usage
data includes a user browser type.
 5. (currently amended) The method of ~~maintaining a website~~ of Claim 1 3, wherein said usage
data includes a user network address.
 6. (currently amended) The method of ~~maintaining a website~~ of Claim 1 3, wherein said usage
data includes a requested help topic.

7. (currently amended) A system for website help, comprising:

a website having a plurality of discrete contexts and an associated help system;

a tracking module adapted to ~~track and log movements of~~ receive a request for electronic help from a user in a help environment and determine the discrete context of the website when help was requested;

a recording module adapted to record the total number of electronic help requests for each discrete context ~~information pertaining to the user and to the movements, wherein the information pertaining to the user comprises an identifier that identifies the point in a website where help was requested; and~~

a reporting module adapted to compile a report usage of the comprising the total number of help requests for at least two discrete contexts of the website environment.

8. (currently amended) The system ~~for website help~~ of Claim 7, wherein said recording module is further adapted to record a user browser type associated with the request for electronic help.

9. (currently amended) The system ~~for website help~~ of Claim 7, wherein said recording module is further adapted to record a user network address associated with the request for electronic help.

10. (currently amended) The system ~~for website help~~ of Claim 7, wherein said recording module is further adapted to record a requested help topic associated with the request for electronic help.

11. (currently amended) A system for improving a computer executed application having an associated help system, comprising:

an application server configured to execute an application having a plurality of discrete contexts, the application further comprising a user interface and an associated help system;

a help server configured to execute the help system associated with the application, wherein the help server is communicatively coupled with the application server via a data communication network and wherein the help server comprises:

a data storage area;

a context identifier module configured to determine the discrete context of the application during which help was requested by the user;

a recording module configured to store in the data storage area the total number of help requests for the discrete context identified by the context identifier module ~~collect usage data from user interaction with the help system, wherein the usage data comprises an identifier that identifies the point in the application where help was requested;~~ and

a reporting module configured to compile a report, wherein the report identifies the total number of usage of the help system requests for at least two discrete contexts of the application.

12. (currently amended) The system of claim 11, wherein the recording module is further configured to store in the data storage area ~~usage data comprises~~ a user browser type associated with a help request.

13. (currently amended) The system of claim 11, wherein the recording module is further configured to store in the data storage area ~~usage data comprises~~ a user network address associated with a help request.

14. (currently amended) The system of claim 11, wherein the recording module is further configured to store in the data storage area ~~usage data comprises~~ a requested help topic associated with a help request.

15. (cancelled)

16. (currently amended) A method for improving a computer executed application having an associated help system, comprising:

receiving via a data communication network a request for electronic help from an application, wherein the application has a plurality of discrete contexts;

determining the discrete context of the application from which the request for electronic help was generated;

~~collecting usage data from the~~ incrementing a count of electronic help requests for the discrete context session, ~~wherein the usage data comprises an identifier that identifies the point in the application where electronic help was requested; and~~

providing a report comprising the relative frequency of help requests for at least two discrete contexts ~~usage data and identifying an aspect of the application that can be improved.~~

17. (currently amended) The method of claim 16, further comprising modifying the discrete context of the application based on the report having the highest relative frequency.

18. (currently amended) The method of claim 16, wherein the ~~usage data~~ determining step further comprises determining a user browser type associated with the request for electronic help.

19. (currently amended) The method of claim 16, wherein the ~~usage data~~ determining step further comprises determining a user network address associated with the request for electronic help.

20. (currently amended) The method of claim 16, wherein the ~~usage data~~ determining step further comprises determining a requested help topic associated with the request for electronic help.

21. (new) A method for improving a software application configured to complete a transaction, the software application comprising a series of data entry fields and having an associated electronic help system, the method comprising:

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- receiving a request for electronic help from a user of the software application;
- identifying the current data entry field at the time the request for electronic help was made;
- incrementing a count of electronic help requests for the identified data entry field; and
- compiling a report comprising the total number of electronic help requests for each data entry field in the series of data entry fields to identify the data entry field where electronic help is most often requested.
